

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING

September 25, 2006
MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Mesa Fire Department, Chair	Robert Demlong, Phoenix Police Department
Jim Higgins for Mark Burdick, Glendale Fire Department	# Helen Gandara-Zavala, Scottsdale Police Department
Mary Millard for Steve Werner, Maricopa County Sheriff's Office	Brenda Buren, Tempe Police Department
# Mike Fusco, Emergency Management, Peoria	* Lawrence Rodriguez, Tolleson Police Department
* Cassie Peters, Phoenix Fire Department	

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Mike Benjamin, MAG 9-1-1 Office, Phoenix Fire Department	Barbara Jaeger, State 9-1-1 Office
Valerie Day, MAG	Sandra Junck Carpenter
Mary Franklin, MAG 9-1-1 Office, Phoenix Fire Department	Chris Nadeau, Goodyear PSAP
Liz Graeber, MAG 9-1-1 Office, Phoenix Fire Department	Tom Remes, Phoenix
	Lynn Timmons, Phoenix

1. Call to Order

The meeting was called to order by Chairman Harry Beck, at 2:05 p.m.

Chairman Beck introduced new committee members: Robert Demlong, Commander, Phoenix Police, and Brenda Buren, Fiscal Research Administrator, Tempe Police. Chairman Beck introduced proxies: Mary Millard as proxy for Chief Steve Werner, Maricopa County Sheriff's Office, and Chief Jim Higgins for Chief Mark Burdick, Glendale Fire Department.

Chairman Beck noted that validation was available for those who used the parking garage. Transit tickets were available for those who used transit to come to the meeting.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience

agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chairman Beck noted that no public comment cards had been turned in.

3. Approval of the November 29, 2005 Meeting Minutes

Chairman Beck noted that no public comment cards had been turned in. He asked members if there were changes to the minutes. Hearing none, he called for a motion to approve the minutes of the November 29, 2005 meeting. Chief Higgins moved, Mr. Fusco seconded, and the motion carried unanimously.

4. MAG FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program

Each year, the Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five year equipment program that forecasts future 9-1-1 equipment needs of the region and will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). The ADOA Order of Adoption stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund.

Liz Graeber, Administrator of the MAG 9-1-1 System, reported on the FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program. She said in the FY 2008 budget, upgrades to new equipment for the PSAPs continue. Ms. Graeber noted that PSAPs' equipment requests for FY 2008-2012 were included in the agenda packet. She stated that the FY 2008 annual budget totals \$9,999,600, which includes maintenance. Ms. Graeber explained the process for requesting equipment. She said that each year, the PSAPs submit requests for logging recorders and new positions to the PSAP Managers, the 9-1-1 Oversight Team, the Management Committee, and the Regional Council. Following approval, the equipment requests and the operating budget are then submitted to the State 9-1-1 Office in December of each year.

Ms. Millard stated that the Maricopa County Sheriff's Office had requested a logging recorder in a previous budget request and they were now ready to proceed. She asked if this request was an automatic rollover or needed to be resubmitted. Ms. Franklin replied that the request was still included in FY 2007.

Mr. Fusco moved to recommend approval of the MAG FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program. Ms. Millard seconded, and the motion carried unanimously.

5. Discussion of the Tax for the Emergency Telecommunications Revolving Fund

Chairman Beck stated that the State funds 9-1-1 telecommunications services statewide with a monthly excise tax on telephone services. He introduced Sandra Junck Carpenter, who has worked as a lobbyist for the 9-1-1 system at the Legislature for many years.

Ms. Carpenter noted that in 2002 and 2003, the Legislature took a total of \$15 million from the State 9-1-1 fund to balance the State's budget. She said that Senators Dean and Burns indicated that this session, the funds would be returned to 9-1-1. Ms. Carpenter stated that when she approached

Senator Burns near the end of the session to inquire about the bill's status, she was informed that there was not an immediate need to return the money, because the 9-1-1 fund will not go into a deficit until 2010, even without the return of the \$15 million.

Ms. Carpenter stated that there have been discussions about making changes generically to the fund. The first change would be to increase from three percent to five percent the amount that can be used for administrative costs. She explained that currently, two percent of the administrative amount is allocated to the State and one percent is allocated to local governments. Under the increase, three percent would go to the State and two percent to local governments.

Ms. Carpenter stated that the second change is to capture new technology in the excise tax. She stated that VoIP, calling cards, etc., are not captured in the tax. Ms. Carpenter stated that Vonage seems willing to be included and has also considered using this as a marketing tool. She noted how the monthly tax was 37 cents per landline and wireless line, which dropped to 28 cents this year and will be further reduced to 20 cents next year. Ms. Carpenter commented that because the projections show the 9-1-1 fund is sufficient, the Legislature is not going to change the tax rate.

Ms. Carpenter advised that other states have a higher tax than Arizona, which is near the bottom of the list. Ms. Carpenter expressed her thanks for the efforts last year on the \$15 million and stated that she would like the input from member agencies and support in any way they would like to contribute.

Ms. Graeber stated that as we get into this year's session, it might be good to again address different groups.

Chairman Beck asked if the fund reduction had been taken into account in the FY 2008-2012 Equipment Program. Ms. Graeber replied that when they began the budget process, they decided to go forward and not deny any equipment or upgrades until they had to. She commented denying requests could come in the future if they do not get needed funding.

Chairman Beck asked the status of the MAG 9-1-1 Five Year Plan update. He commented that the last time additional funding was sought through legislation, the plan had just been completed. Chairman Beck stated that he anticipated that the updated plan would be used as a platform to impress need to the Legislature. If they wait to stabilize the 9-1-1 fund until the year needed there will be a crisis. Chairman Beck expressed that it was unfortunate that the 9-1-1 funds were not restored when there was a budget surplus this year, especially with the reduction in the tax. Ms. Graeber replied that a working group made up of PSAP Managers met to start work on updating the Plan. She said that one component will be funding and budget. Ms. Graeber noted that the working group identified the impacts from the tax decrease, and funding alternatives through grants and legislation. She added that the group also identified important projects necessary to MAG 9-1-1 that will be limited because of decreased funds.

Ms. Carpenter commented that it was her understanding that all projects are funded at the level necessary until 2010. She stated that she did think there would be an increase in the tax rate if it meets the needs. Ms. Carpenter added that if other needs are identified, the Legislature might reevaluate the tax rate.

Barbara Jaeger stated that one issue that affects MAG 9-1-1 and ADOA is that positions are funded by the three percent of the excise tax that is allocated to administrative costs. She noted that the reduction in the tax represents a 20 percent reduction in the administrative fee both this year and next year. Ms. Jaeger commented that she could find no other way to fund some positions in her office, and if they are not funded, it will mean layoffs. Ms. Jaeger noted that changing the administrative amount to five percent would offset the reduction in the monthly tax rate.

Ms. Graeber stated that the budget is status quo, which means no new projects such as the data warehouse. She said she would be unable to add personnel and could lose some. Ms. Graeber advised that the call volume is not decreasing and she would not want to put any agency in jeopardy due to loss of service.

Chairman Beck asked for clarification that the fund being adequate until 2010 included the percent increase based on projected growth and demand for service. Ms. Jaeger replied that the analysis showed projected growth. She added that they are limited by statute to exactly what they can expend. Ms. Jaeger stated that they also have the ability to establish in their projections some revenue to move to an IP enabled network. She stated that Maricopa and Pima counties are usually ahead in deployment, but right now, there are no standards in place. Ms. Jaeger stated that \$20 million is allocated over a three year period.

Ms. Graeber asked for clarification if this amount was to start the project, but would not complete it. Ms. Jaeger replied that was correct.

Chairman Beck asked if research had been done in other metro areas to see what the demand for service with IP has been. Ms. Jaeger stated that under FCC guidelines there are three levels of response for IP; we are level two. She said that the problem with IP is that it leaves the responsibility of updating the database to the customer. If customers move and do not change their information with the carrier, 9-1-1 calls could end up not going to the call center where the emergency is. Ms. Jaeger stated that they have been given a preliminary figure of approximately 5,000 customers in Arizona.

Ms. Graeber related a problem when a company in Massachusetts, with call centers all over the world and specifically one in Tempe, had a 9-1-1 call from Tempe that went to the call center in Massachusetts. She said that this illustrates the problem being faced nationwide to send a call to the appropriate PSAP.

Chris Nadeau, Goodyear PSAP and Chair of the MAG PSAP Managers Group, stated that one concern is that municipalities are not in the position to offset these costs and the funding streams are not there to take this on. He commented that should the rate not increase, independent of the \$15 million or taxing VoIP, and just maintaining what we now have, to wait until 2010 to address the viability of the 9-1-1 fund is very alarming. If we cannot meet needs and staff are cut we will see systematic failures across the region and the state. Mr. Nadeau commented that as a municipality, the opinion that there is no problem to wait until 2010 is worrisome. He added that it takes him two to three cycles to budget bigger ticket items, such as personnel. If the MAG 9-1-1 budget is cut, service tickets will take longer. Mr. Nadeau remarked that the State taking the approach not to worry until the 9-1-1 fund is broken is a troubling prospect when the population is increasing greatly each year. Calls for service are increasing and the funding rate is decreasing, so we will need more to just maintain what we have. Mr. Nadeau stated that he would like the Oversight Team to support getting

the \$15 million back so there is a cushion to address issues that arise. He urged addressing the tax issue now rather than later.

Chairman Beck stated that it is incumbent upon us to make our case, analyze our needs and put them down on paper. He stated that action could be taken through the League or some other mechanism. Chairman Beck stated that his City Council has asked him if 9-1-1 was prepared for IP and his answer was it is not, and that IP has never been funded as a project. Chairman Beck noted that we need to press forward on getting the IP tax in place.

Ms. Graeber stated that at the minimum, their goal is to get the administrative percent changed and include a tax of all telephone communications. The tax rate is the next step, which will be an uphill battle. She commented that she thought there would be more support for the percentage.

Ms. Carpenter commented on keeping the issue in front of legislators in the next year. We do not want to wait until 9-1-1 is broken and keeping people informed is the best way to go.

Chairman Beck stated that we were successful to increase the excise tax because Phase One and Phase Two implementation, which was very costly, still needed to be deployed. He stated that it is important as technology expands for us to package the challenges and present that to the decision makers. Chairman Beck stated that it is incumbent upon us to do due diligence and bring the issue forward.

Ms. Jaeger stated that they were very close this year in their estimate of a \$6 million reduction this year and \$6 million for 2007-2008. She added that it was brought to her attention that the Chair of the Legislative Budget Committee's solution is consolidation. Ms. Jaeger commented that he does not understand that consolidation is not just 9-1-1. She explained that it takes several years to put a consolidation plan into place. In addition, there are major costs that local agencies will have to absorb-- for personnel, radio infrastructure, incompatible CADD systems. Ms. Jaeger advised that the Legislature could mandate consolidation. She noted that 27 PSAPs are a hefty number of PSAPs in one county.

Chairman Beck asked if a study of the cost to consolidate had been done. Ms. Jaeger replied that a study had not been done.

Chairman Beck asked about management of 9-1-1 at the state level to see if systems are being effective or current. Ms. Jaeger replied that her staff work with communities who do not have the knowledge base such as MAG 9-1-1. They help them implement technology that they could not do on their own.

Chairman Beck asked if there was money to contract for services for an analysis of the state 9-1-1 system. Ms. Jaeger replied that her office does not have the money for that--it would come out of her two percent allocated to administration. Chairman Beck asked if there was a mechanism for allocation from the state? Ms. Jaeger replied that they are already budgeting FY 2009 and do not really want to fund anything in the 9-1-1 program. She added that there are a lot of IT issues right now at the state.

Chairman Beck suggested that this committee could send a memorandum to ADOA and the Governor that more support is needed for the administrative component of 9-1-1 to make sure it functions. Ms. Carpenter stated that she would not advise asking the Legislature for oversight because they may believe they could find ways to do it better and at less expense. She suggested asking for what is needed. Chairman Beck commented that their assumption is that everything is all right if we do not make it known. Ms. Jaeger remarked that she did not agree there is no management of the state 9-1-1 system. She said they allow Maricopa and Pima to manage their 9-1-1 systems because they can do the job, but this is not the case in other parts of the state. Ms. Jaeger advised that if you want government more involved, you will lose a large portion of your program to control moving money. Ms. Jaeger commented that the Government and Technologies agency has on more than one occasion tried to take control of the 9-1-1 program. You will not be able to make your needs known.

Chairman Beck asked if there was a strategic plan to deal with IP issues. Ms. Jaeger replied there was not because no standards are in place. She added that most states that have large amounts of funding throw money at their programs and still not get them done. That is not the case with Arizona 9-1-1 because their office works in a responsible way.

Chairman Beck asked if there were standards would the State 9-1-1 office be the agency to put together a plan. Ms. Jaeger replied that it most likely would be the State 9-1-1 office. Ms. Jaeger also stated that the majority of states are moving toward consolidation. She added that New Mexico just put in a consolidation mechanism that it cannot have more than two PSAPs per county.

Chairman Beck commented that Arizona has one of the lowest monthly 9-1-1 tax rates in the country. He stated that perhaps a cost-benefit analysis might show MAG 9-1-1 is more efficient than systems proposed and practiced in other parts of the country. The results of that analysis could be shown to the Legislature and demonstrate those areas who charge many times more than the Arizona rate and that there is a huge savings in our model. Chair Beck commented that consolidation is more than cost. Ms. Jaeger stated that 9-1-1 could end up under Homeland Security or GITA. She said that MAG could demonstrate a method that shows that 27 PSAPs work more effectively and efficiently. Ms. Jaeger stated that she did not think MAG 9-1-1 has the ability to consolidate because it does not have interoperability. She noted that Flagstaff took five years for consolidating two communities. Ms. Jaeger stated that they are trying to get the Legislature to understand that and the 9-1-1 office wants MAG 9-1-1 to have the autonomy to run 9-1-1 the best for their community. If we get to one standard statewide, it would be difficult for MAG 9-1-1 to make decisions for itself.

Chairman Beck stated that this comes back to the need to update the MAG 9-1-1 Five Year Plan. An analysis could be conducted to demonstrate our points of need. He expressed his appreciation for the cooperation and involvement.

Ms. Carpenter stated that she would like a sense of the direction the Oversight Team supports. She remarked that it is nice to be able to say to the Legislature that we have support for the increase in the administrative percentage and taxing new technologies such as VoIP. Consensus among the members was noted.

6. Update on the Community Emergency Notification System (CENS)

Mary Franklin provided an update on the CENS program. She said there were 15 activations this year. One of the calls included a Phoenix Police Department notification to 42,000 phones for a missing person, which was aborted at 3,600 calls because the person was found quickly. Ms. Franklin noted that other calls notified residents of suspects and missing children.

Ms. Franklin then reviewed the CENS budget. She said that ADEQ has issued the second to last check for approximately \$294,000. She noted that the last check will be issued in October for the remainder of the fund, for approximately \$152,700. Ms. Franklin stated that the \$716,000 in the fund will maintain CENS until May 2008. Costs include the \$39,000 per month fee to Qwest.

Ms. Franklin stated that she attended a users group for Intrado. She noted that MAG 9-1-1 is Intrado's largest user. Ms. Franklin stated that there was discussion on enhancing the Intrado product. In addition, staff is researching alternatives to Intrado.

Chairman Beck asked if a decision would need to be made to either discontinue the program or find alternative funding. Ms. Franklin replied that over the next couple of years, staff will look at lowering the cost, at other programs, or making CENS a statewide program, which might be a possibility if the excise tax increases. Ms. Franklin added that through the City of Phoenix, staff applied for a grant from the Gila River from the state shared revenue fund.

Chairman Beck asked if this would be included in the Five Year Plan Update? Ms. Graeber replied that it would.

7. Maintenance of the 9-1-1 Equipment

Mike Benjamin provided an update on maintenance of the 9-1-1 equipment. He reviewed the charge of the maintenance team. Mr. Benjamin stated that for the past few years, the team provides the maintenance service that Qwest used to provide. He said that each call-taker's desk has regionwide mapping. Mr. Benjamin stated that MAG 9-1-1 has an IP data network that supports the delivery of ALI and allows the team to do remote diagnostics instead of having to travel to sites. The team also supports wireless Phase One and Phase Two information. Mr. Benjamin stated that prior to 2005, call takers in the region did not know a wireless caller's number or location. He explained that in 1996, the FCC mandated these be provided, and it took until 2005 to deploy it in the region.

Mr. Benjamin stated that almost all systems in the region are telephonically integrated. He said that the team worked with vendors to improve the quality of updates. Mr. Benjamin advised that MAG 9-1-1 is moving toward dual sites for Phoenix Police and Phoenix Fire. He noted that Phoenix Fire dispatches for more than 20 communities and operating out of one center is a huge risk. Mr. Benjamin commented that VoIP is quickly moving in on us. He added that there is no standard-based way or funding mechanism to support the information from telematics, such as OnStar, and text messaging telephony. Mr. Benjamin stated that the team also supports call routing and 9-1-1 tandems.

Mr. Benjamin stated that the team consists of five technicians, one supervisor, and one manager. He noted that the technician supervisor has also been filling in as project supervisor. The primary tech

supervisor has been activated to the border for military purposes. Mr. Benjamin stated that he has been trying to hire a temporary tech, but that is difficult because the length of the job is unknown.

Mr. Benjamin stated that the team responds to approximately 400 calls per quarter and participates in the site upgrade process. He noted that the previous maintenance contractor was Qwest, but the quality level was lacking, so the 9-1-1 maintenance team assumed that duty.

Mr. Benjamin stated that the team is preparing the operations for both of the Phoenix Police Department locations at Washington Street and Elwood Street. He stated that Mesa, Avondale, DPS, Goodyear, and Chandler are scheduled for site upgrades. He noted upcoming projects at the Phoenix Fire Department, Glendale, Scottsdale, Tolleson, Fort McDowell, Tempe, Surprise, ASU, Maricopa County Sheriff's Office, and Luke Air Force Base. Mr. Benjamin noted that MAG 9-1-1, the State, and Qwest recently completed a tandem project, which was a very expensive project.

Chairman Beck asked the impact of annexing parcels has on maintaining the database. Mr. Benjamin stated that Dave Eaton, the GIS manager, works with two staff members to collect information on annexations and new buildout, changes, and local number portability, which means you keep your number if you move or change carriers. Ms. Graeber noted that the MSAG error rate is down to .01 percent. She commented that cities are doing their part on ensuring the integrity of the Master Street Address Guide, but there is a little lag on Qwest's end.

Chairman Beck commented that annexations could be a critical issue in a couple of weeks when Rural Metro pulls out of the County islands. He said that as the secondary PSAP, Mesa dispatches Gilbert to those areas. Chairman Beck stated that Gilbert would not be pleased to have to dispatch to County islands in Gilbert.

Ms. Millard spoke about the car race that will be held in the streets of downtown Phoenix in November 2008. She said the Sheriff's Office is concerned about the noise factor at its 9-1-1 center at First and Madison. Ms. Millard stated that the noise could make it difficult for operators to hear citizens and officers. She mentioned that a similar event took place in Washington, DC, and it was her understanding that the operators could not hear the officers' calls. Ms. Millard stated that this is a vital safety concern and essentially means shutting down their operation.

There being no further business, the meeting was adjourned at 3:30 p.m.